

Workplace Alaska

Class Specification Ferry Terminal Operations Manager

Created:
05/21/1997 by Rachel Wilson
Finalized on:

AKPAY Code: P2153
Class Outline Cat: B
Approved by:

Class Code: PD0619
Class Range: 18
Class Status: Active

Category: Professional
Original Date: 03/22/1995

Class Title: Ferry Terminal Operations Manager
Use MJR Form: Standard

Original Comments:
ORIGINAL - (JD).

Subsequent Revision Dates/Comments:
05/01/2006 - Revised; Title change from Ferry Services Manager IV; Range change from 17.
09/25/2008 - Workplace AK spec revision: Added Census Job Code and AKPAY Code fields; Replaced Category field with Class Outline Category; Updated EEO4, SOC, and Class Code fields; Removed DOT field.

Last Update: **EEO4:** B **SOC:** 11-3071 **Census:** 02

Last Update Comments:

Definition:

The Ferry Terminal Operations Manager manages, administers, and oversees the operations of all Alaska Marine Highway System ferry terminals. This includes monitoring and controlling resources, revising or developing policies and procedures for terminal operations, and directly or indirectly supervising all Ferry Terminal Managers.

This is a supervisory class with substantial responsibility for the exercise of independent judgement in employing, disciplining, or adjudicating grievances of subordinates.

Distinguishing Characteristics:

Ferry Terminal Operations Manager is a single position job class responsible for managing, administering, and overseeing the operations of the Alaska Marine Highway System (AMHS) ferry terminals. The incumbent in this position manages the terminal operations budget, establishes terminal staffing levels, ensures terminals have necessary supplies and equipment, and works with other AMHS managers to develop and implement security plans, evaluate vessel scheduling, schedule and conduct terminal facility maintenance, and implement changes in reservations or ticketing procedures. The incumbent is responsible for exercising discretion and judgement in supervising Ferry Terminal Managers and independently identifying, drafting, and effectively recommending changes in policy or procedure to improve customer service.

Ferry Terminal Operations Manager is distinguished from Ferry Terminal Managers by the Ferry Terminal Operations Manager's responsibility for managing and administering the operations of all AMHS terminals. The Ferry Terminal Managers are responsible for the overall supervision and coordination of a specific ferry terminal.

Ferry Terminal Operations Manager is distinguished from Assistant Traffic Manager by the Ferry Terminal Operations Manager's responsibility for managing and administering the operations of all AMHS terminals. The Assistant Traffic Manager is responsible for supervising staff performing marketing, public relations, and sales and distribution of tickets.

Examples of Duties:

Management

Oversee the review and revision of terminal operations policies and procedures. Evaluate recommendations and determine appropriate changes. Direct the revision and distribution of updated policies.

Work with senior AMHS management to coordinate terminal operations with other sections of the ferry system. Present terminal operations information and recommendations to improve vessel scheduling, reservations and sales, marketing, facility and vessel security, and customer service.

Develop the terminal operations portion of the AMHS annual budget. Evaluate past budgetary performance and project future needs. Monitor fiscal performance, project budget shortfalls or excesses, and work with other managers to ensure the effective utilization of public funds.

Monitor the status of vessels, terminals, and passenger services. Direct and coordinate the distribution of system information to terminal staff.

Review recommendations for resolutions of customer service issues from terminal managers. Approve recommendations when appropriate. Provide alternatives when the recommended action does not provide a proper use of funds or when other options will result in better

customer service.

Plan, develop, and propose capital improvements and renovations to the facilities, equipment, and grounds of all AMHS terminals. Participate in planning and design of new terminals or modification of existing terminals; analyze designs and recommend changes to improve shoreside operations.

Evaluate terminal staffing levels and vessel or traveler volume. Analyze requests for additional staff, budgetary requirements, and alternatives. Effectively recommend changes in staffing to improve customer service.

Security

Coordinate terminal responses to changes in risk levels, potential or existing threats, or other events affecting terminal or vessel operations.

Coordinate drafting changes to plans, policies, or procedures to address new or revised security regulations or requirements.

Coordinate with AMHS management and other local, state, or federal representatives to design, plan, conduct, and evaluate security exercises. Coordinate revisions to security plans, policies, procedures, or training to address issues identified by exercises.

Work with the AMHS Company Security Officer and terminal managers to review and revise facility security plans; ensure plans meet regulatory requirements.

Review terminal security logs and reports to ensure required drills and training have been conducted. Guide and mentor terminal managers and staff on identifying and evaluating potential security risks, determining appropriate risk mitigation or response, and maintaining effective working relationships with local, state, and federal agencies.

Supervision

Coach, mentor, and guide terminal managers in effective management, supervision, and administration.

Recruit for and hire management employees for the ferry terminals; train employees to manage and supervise terminal operations; evaluate managers' effectiveness; implement disciplinary measures when required.

Administration

Procure and negotiate contracts to provide terminal services at ports of call not staffed by state employees. Direct and coordinate the monitoring and evaluation of contractor performance.

Monitor and evaluate purchasing of supplies and equipment for ferry terminals. Plan and implement measures to ensure terminals have sufficient materials for their operations.

Oversee and coordinate the monitoring of funds, expenditures, and encumbrances and reporting of fiscal data.

Work with agency information technology management to ensure the terminals have the computer equipment and network capabilities required to perform their work. Analyze the need for or usefulness of new equipment, programs, or systems and recommend changes to improve quality and reliability of ferry terminals' customer service.

Knowledge, Skills and Abilities:

Working knowledge of the principles and practices of management, organizational control, and effective supervision.

Working knowledge of travel industry practices, regulatory requirements, marketing, sales, and customer service methods and procedures.

Skill in effective supervision, evaluation, guidance, mentoring, and coaching of subordinates.

Ability to supervise, motivate, and direct geographically separated employees.

Ability to communicate effectively with a wide variety of individuals including agency executives and management, municipal and community representatives, business managers, and the general public.

Ability to effectively work under pressure; review, analyze, and evaluate problems; and make effective decisions in a crisis situation.

Minimum Qualifications:

High School Diploma or GED

AND

Two years of experience managing an office and supervising staff providing travel services to the general public such as itinerary planning, making reservations, determining fares, and balancing receipts.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:

Minimum Qualification Questions:

Do you have a High School Diploma or GED?

AND

Do you have two years of experience managing an office and supervising staff providing travel services to the general public such as itinerary planning, making reservations, determining fares, and balancing receipts?